



ATTORNEY'S DOCKET NO: C0441/7166

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,232
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

[X] Preliminary Amendment

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,


HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

6-9-00

DATE


THERESE HENDRICKS

By:


Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

Docket No. C0441/7166
Dated: June 9, 2000
Xndd



#2/A?
1-29-01
M.L.

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Assistant Commissioner for Patents
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PRELIMINARY AMENDMENT

Applicants request that the following amendments be made to the above application.

In The Title

Please delete the present title and substitute the following title:

-- METHOD AND APPARATUS FOR SERVICE ANALYSIS IN
SERVICE LEVEL MANAGEMENT (SLM) --

Respectfully submitted,

By: Therese A. Hendricks
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

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